

2006 NCDOT Traffic Engineering Conference for Operations and Safety

23-25 August 2006 – Wilmington, N.C.

**North Carolina State Highway Patrol
Colonel W. Fletcher Clay – Commander**

Management of State Highway Patrol Collision Data

Major M.R. Johnson – Director of Field Operations

North Carolina State Highway Patrol Command Staff

1 Colonel

1 Lieutenant Colonel

7 Majors

Administrative Services

Field Operations (8 Troops inclusive MCE)

Special Operations (Aviation, CIT, Motors)

Training Academy (Basic and In-Service)

Office of Professional Services (IA, R&P, Inspection)

Support Services / Technical Support (Logistic, IMU)

Motor Carrier Enforcement (HQ Admin)

8 Field Captains – Troops A-H

7 Staff Unit Director Captains

3 Motor Carrier Captains (FuelTacs, MCSAP, S&W)

SHP Operations Statewide

8 Troops Statewide

54 Districts Statewide

Total # of Sworn Members Statewide - 1813

Total # of Civilian / Employees Statewide - 509

Total of all Employees Civilian/Sworn Statewide - 2322

Currently there are 138 Trooper vacancies statewide

North Carolina - State Demographics

100 Counties

Population (2003) 8,049,313 persons

Total Roadway Miles – 102,160 miles

Total Interstate Miles – 1018 miles

NC is the 11th Most Populated state in the Nation

North Carolina State Highway Patrol Mission Statement

The Mission of the North Carolina State Highway Patrol is to ensure safe, efficient transportation on our streets and highways, reduce crime, protect against terrorism and respond to natural and manmade disasters. This mission will be accomplished in partnership with all levels of government and the public, through quality law enforcement services and education based upon high ethical, professional and legal standards.

How does the Highway Patrol Manage Highway Safety – Field Operations Best Practices?

Colonel W. Fletcher Clay was appointed Commander in June 2004. His first order of business was to push **responsibilities and accountability** down (decentralize) to Section Directors/ Troop Commanders / First Sergeants and Sergeants. Highway Patrol Supervisors noticed a total “buy in”. The Leadership of the Highway Patrol strives to instill Trust for all NCSHP employees through quality and professional service.

Implementation of TROOP STAT Reports

In **2004**, Colonel Clay implemented through Field Operations a **Troop STAT Report** for Troop Commanders. The purpose of the Troop STAT was to report on overall Troop and District operations inclusive of sworn and civilian processes (Troop/District collision data, Motor Carrier activity, Recruiting, Traffic Safety Information, Garage and Radio Repair, Tele-Communications Centers). The initial (2004) Troop STAT report was presented at a quarterly SHP Quality Management Board Meeting.

In **2005**, The Troop STAT report was expanded and presentations were made by the Troop Commander and District FSGs., to the Commander, Lt. Colonel and Director of Field Operations at each Troop HQ location statewide.

Troop HQ members / Troop civilians, District First Sergeants, numerous Sergeants and Troopers attended these meetings. Some meetings lasted from 9:00 a.m. until 8:00 p.m

How are Troops and Districts statewide doing in regards to reducing collisions and saving lives?

Statewide Collision 2002-2005 (4yrs)						
All Collisions						
	2002	2003	% 02 to 03	2004	2005	% 04 to 05
Fatal Collisions	1,135	1,110	-2.20%	1,122	1,069	-4.70%
Injury Collisions	39,099	39,184	0.20%	39,727	37,389	-5.80%
Property Damage Collisions	79,740	88,436	10.90%	88,646	86,565	-2.30%
Total Collisions	119,974	128,730	7.20%	129,495	125,023	-3.40%
Other Collision Data						
Fatalities	1,257	1,229	-2.20%	1,247	1,166	-6.40%
Speeding (Causative Factor)	23,093	24,942	0.08%	25,164	20,803	-17.3%
Statewide Collision 2002 - 2005 (4 yrs)						
Alcohol Use Only						
	2002	2003	% 02 to 03	2004	2005	% 04 to 05
Fatal Collisions	185	186	0.50%	168	159	-5.30%
Injury Collisions	4,050	3,632	10.30%	3,843	3,745	-2.50%
Property Damage Collisions	2,397	2,614	9.00%	2,658	2,578	-3.00%
Total Collisions	6,632	6,432	-3.00%	6,669	6,482	-2.80%
Other Collision Data						
Fatalities	204	215	5.30%	195	176	-9.70%

Follow Up Meeting for TROOP STAT meetings:

A follow up Troop Commanders meeting was held in March 2006 to discuss best practices for all Troops and to identify processes that are needed for improvement as identified in the 2005 Troop STAT reports.

A follow up to this March 06 meeting will be held in September 2006 to discuss how any deficient processes have been improved corrected. A Troop STAT Template for 2007 will be developed during this meeting.

Lessons Learned from TROOP STAT Report

- Troop Commanders and most District First Sergeants are properly managing Collisions through Collision Data to meet the Mission Statement of the Highway Patrol. It was apparent in the Troop STAT meetings which District FSGs were utilizing data in addressing problem collision areas.
- Most Civilian Supervisors are managing processes well.
- TROOP STAT report requested too much information; meetings lasted too long. One meeting lasted from 9am – 8pm, most lasted from 9am – 630 pm.
- Need to include either a 3,4 or 5-year comparison to collision data to see collision trends.
- A set template will need to be developed by Troop Commanders for reporting for 2007. This template will be developed in September 2006.
- The North Carolina Highway Patrol has reduced overall collisions statewide as set forth in the Mission Statement.

Operation Slow Down 2005 / 2006

- “Operation Slow Down” was developed by the SHP Field Operations Section in June 2005 to combat the statewide problem with speeding as the number one contributor of collisions. In 2005 speed related collisions were reduced by over 17%. Through much media attention and strict enforcement of speeding laws on major thoroughfares NCSHP investigated speed related collisions have been reduced.
- NCSHP Speed related collisions were reduced by 17.3% in 2005 compared to 2004 collision data.
- TSI Sergeants are promoting **education** and Troopers are promoting **enforcement** of speeding laws. Below are the enforcement stats for Operation Slow Down 2006 so far...
- January – June 2006 – 225,780 Citations

In 2005 the SHP experienced a 17.3% reduction of all SHP investigated collisions as speeding a contributing factor compared to 2004. From January 1, 2006 through June 30, 2006, SHP investigated speed related collisions have been reduced by 16.4% compared to 2005.

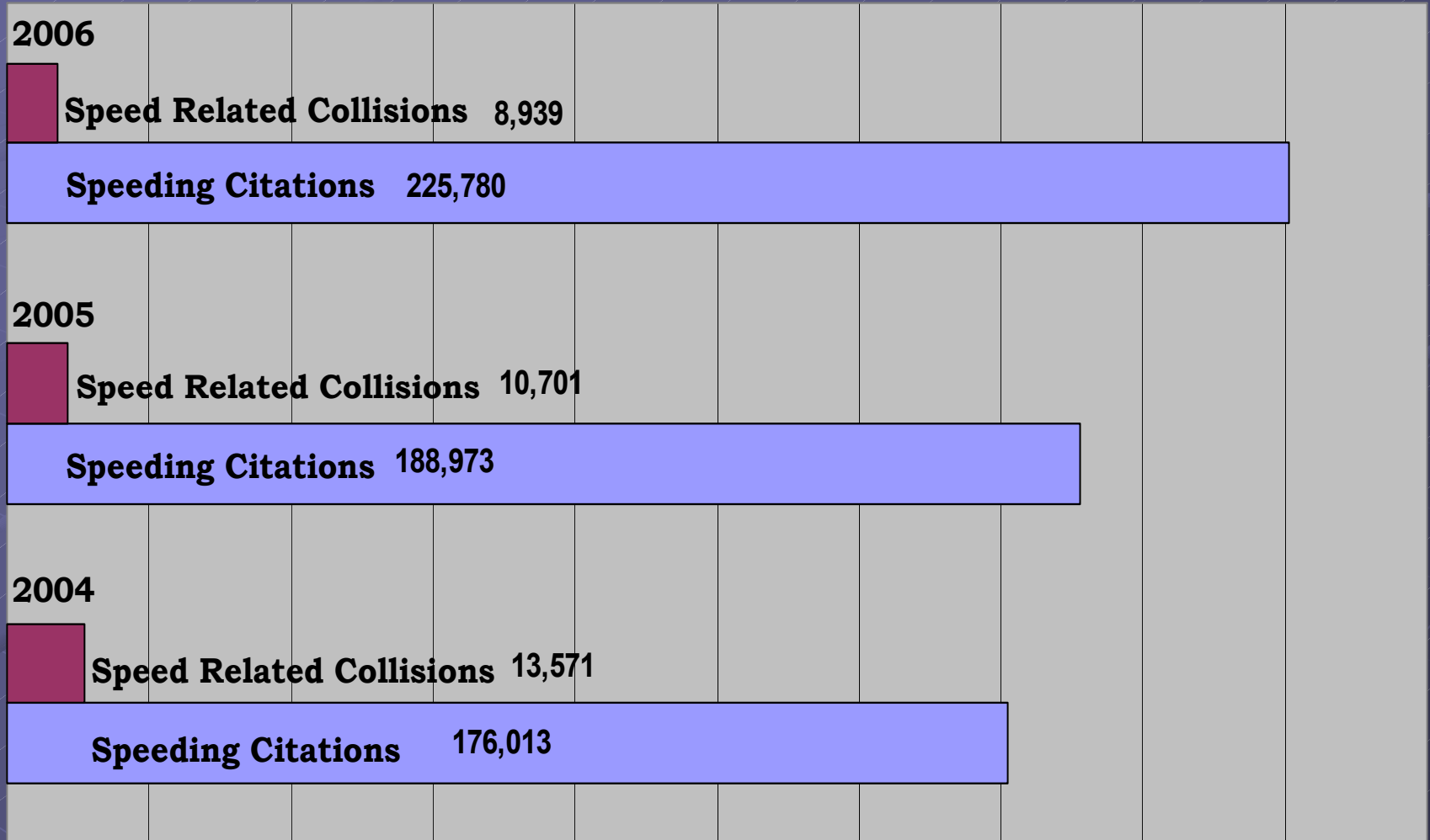
(For the past 1.5 years (Jan 2005 – June 2006) the SHP have reduced SHP investigated speed related collisions by 33.7%).

This reduction is attributed to the hard work of Highway Patrol Troopers!

Education and Enforcement is a key to life saving and collision reduction.

Below is a chart comparing Speeding citations to Speed Related collisions. As enforcement increased the number of speed related collisions were reduced.
(January 1 – June 30, 2006 data)

Speed Citations Vs Speed Related Collisions
(Jan. 1 - Jun. 30)



Speed Citations/Speed Related Collisions

From July 1, 2005 through June 30, 2006 the SHP Field Operations Section has conducted the following enforcement/education programs in an effort to reduce collisions and save lives:

- Operation Slow Down 2005-2006
- "Booze It & Lose It" Campaign 2005-2006 (GHSP)
- "Click It or Ticket" 2005-2006 (GHSP)
- "Buckle Up in Your Truck 2006" (GHSP)
- "Operation C.A.R.E. 2005-2006"
- "Operation Stop Arm"
- "Operation Move Over"
- Statewide Work Zone Enforcement Projects (NCDOT)
- "Operation Litter Sweep 2005-2006"
- "No Need 2 Speed" 2006 (Troop B and Troop C) (GHSP)
- "30 Days of Summer 2006"
- Statewide TSI programs for senior drivers 65+ years of age
- Statewide TSI programs for Hispanic drivers
- Statewide TSI programs for drivers 15-20 years of age
- Partnership with El Pueblo to address Hispanic collisions
- "Operation Tri-Op" in the Triangle area of North Carolina (Troops C/D)
- "Operation Summer Heat" 2006

Bottom Line:

The North Carolina State Highway Patrol is providing quality service to the citizens of North Carolina through the use and analysis of crash data. Highway Patrol Troopers are dedicated in saving lives and reducing collisions on all highways.

Underlying Thought:

In order to ensure quality, employees should be held **responsible and accountable** for their work. **Reporting and inspection** of all processes is a must in determining strengths and areas in need of improvement. When management has to report on strengths and weaknesses, accountability and responsibility accompanies this task.

The underlying goal is improvement of quality work output.

Questions / Comments?

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